

Provider Reference Guide



Your network management representative: _____

Phone number: _____

Fax number: _____

Bright Start® (Maternity Management) 1-888-913-0327
Fax: 1-888-877-5925

17P, NICU Concurrent Review.

Behavioral Health..... 1-888-922-0007

Credentialing 1-888-913-0349
Fax: 1-225-300-9199

Dental Benefits

Children younger than 21 years:

MCNA, core dental benefit manager for LDH 1-855-701-6262

DentaQuest, dental benefit manager for LDH..... 1-800-508-6785

Ages 21 and older:

Avesis, the plan's enhanced dental benefit manager 1-833-311-2252

EDI Technical Support Hotline..... 1-866-428-7419

Change Healthcare

Electronic data interchange (EDI) and electronic remittance advice (ERA)..... 1-877-363-3666

Electronic funds transfer (EFT)..... 1-866-506-2830

Language Interpretation Service 1-888-756-0004

Medical Necessity Appeals (Pre-service)

1-888-913-0362

Fax: 1-888-987-5830

Member Services (24/7)..... 1-888-756-0004

Fax: 1-866-397-4521

Nonemergency Medical Transportation (Southeastrans Inc.)

Member and Provider Transportation Line..... 1-888-913-0364

NaviNet® 1-888-482-8057

www.navinet.net

Provider portal — care gaps, claim status, panel rosters, member eligibility.

Nurse Call Line for members (24/7) 1-888-632-0009

Pharmacy

(PerformRx) www.amerhealthcaritasla.com/pharmacy

Provider Services..... 1-800-684-5502

Fax: 1-855-452-9131

Member Services..... 1-866-452-1040

Member Services TTY..... 1-855-294-7047

Provider Network Management..... 1-877-588-2248
Fax: 1-225-300-9126

Provider Services 1-888-922-0007
Fax: 1-866-426-7393

Rapid Response 1-888-643-0005
Care coordination, case management, EPSDT, member outreach, referrals and appointment scheduling, transportation assistance.

Utilization Management (Prior Authorization)

Pharmacy (PerformRx)..... 1-800-684-5502

Radiology [National Imaging Associates (NIA)]..... 1-800-424-4897

All other (medical/DME authorizations, inpatient/outpatient reviews, discharge planning) 1-888-913-0350

Fax: 1-866-397-4522

Vision Benefits (Avesis)..... 1-833-311-2252
www.avesis.com

Claims Processing (paper)

AmeriHealth Caritas Louisiana

Claims Processing

P. O. Box 7322

London, KY 40742

(Timely filing limit — 365 days)

Provider Claim Disputes

AmeriHealth Caritas Louisiana

Provider Disputes

P. O. Box 7323

London, KY 40742

Member Medical Necessity Appeals

AmeriHealth Caritas Louisiana

Member Appeals Coordinator

P. O. Box 7328

London, KY 40742

Other Helpful Contacts

Healthy Louisiana Member Enrollment..... 1-855-229-6848

TTY: 1-855-526-3346

www.healthy.la.gov

Louisiana Early Steps Program (administered by OCDD)..... 1-225-342-0095

ldh.louisiana.gov/index.cfm/page/139

Louisiana tobacco cessation hotline 1-800-QUIT-NOW (1-800-784-8669)

Louisiana Medicaid www.lamedicaid.com

DME, durable medical equipment; LDH, Louisiana Department of Health; NICU, neonatal intensive care unit; OCDD, Office for Citizens with Developmental Disabilities.